

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: <http://www.qwest.com/texan-ng/>

Service Area: Voice

Category: VoIP

On Demand IVR

CenturyLink On Demand IVR is a portal based service that provides next generation self development tools that allow customers to write test and perform ongoing system tuning without the need of expensive programmers. Using Voice Transaction Pages, customers can create applications that integrate to back office environments and databases using Web Service Calls, create internal databases, use internal voice mail boxes, record the entire customer transaction, connect to ACD queues or to individual telephones.

* This is a CenturyLink billed service

SERVICE DELIVERY SLA

Quote Request

.10 Business Days

Installation Interval

.45 Business Days

Disconnect

.30 Business Days

Service Term

.12 Months

PERFORMANCE SLA

Availability

.100% monthly

Mean Time to Repair (MTTR)

.4 hours / instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

Demarc extension: if demarc extension is required by the LEC, it should be requested at the time of order. The cost for demarc extension is a separate NRC charge.

CenturyLink ON DEMAND IVR PRICING			
MRC	MRC Description	NRC	NRC Description
\$104.00	Monthly Subscription - Includes access to Site Builder, Voice Mail, Reporting, and optional features: ASR and Name/Address Capture	\$520.00	Set Up Fee Waived with 1 year contract.
\$0.11	Usage Fee - Includes the mintues of use in the application and the toll free mintues of use (Toll Free numbers inventoried within the service)		

On Demand IVR

On Demand IVR is generally available throughout the State. Hi-Cap service is subject to infrastructure availability.